

Hosting: Virtual Private Server

Product Summary

The Virtual Private Server hosting product combines the advantages of accessibility, freedom, and privacy offered by co-located hosting and the savings available through shared hosting. With this truly virtual serving environment you do not have to worry about server hardware or maintenance costs, but you have complete control over how your server functions – including your Web server, application server, custom configurations, online databases, and more. In fact, you have root access to your server's operating system.

Your virtual server runs on a dedicated host server, which in turn runs a number of virtual servers. Your virtual server shares the dedicated server's CPU and memory resources, but maintains its own operating system and all other services required for your applications. You are in charge of when to update your core system software, when to restart your server, and when to install new software. Each virtual server is totally isolated from every other virtual server running on the host. Should it become necessary to take the host offline for repairs or updates, your virtual server can be moved to a redundant host machine with such speed that you will experience no downtime.

Product Features or Description of Services

Hosting: Virtual Private Server Features	
Feature	Description
Host Server	Located in the State Office Building, this product is on two 4-CPU DL585 with Operton processors. Each machine has 32GB of RAM, fiber channel connectivity to SAN storage, redundant power, redundant fans, and VMware.
Virtual Private Server Options: <i>Basic</i> <i>Standard</i> <i>Advanced</i>	1 CPU, 512MB RAM 1 CPU, 1GB RAM 1 CPU, 3GB RAM
Operating System	Each VPS may use one of several operating systems designed for x86 computers. These include Windows server, NT, Netware, or Linux (either RedHat or Suse).
Local Disk Space	Each VPS may use up to 5GB of local disk space for the OS and other server resources and applications. All data should reside on the Storage Area Network (SAN).
Storage Area Network Storage	Your data will be stored on the SAN storage device - the Clarion CX700. Storage on the SAN will be billed separately per rates established for mid-tier storage.
Uninterruptible Power	Redundant UPS, battery backup, and two diesel generators ensure continuous power.
Fire Prevention	Both State data centers are configured with a Halon fire suppression system throughout the entire facility.
Network	Professional network design and engineering to maintain enhanced reliability and availability. A Network Operations

	Center operates network equipment, monitors performance, manages outages, and assists customers. Routing through the State provides access to state resources.
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Product Benefits

Hosting: Virtual Private Server Benefits	
	Provides 24 x 7 access to your server(s) in a safe and secure environment.
	You have root access to your virtual private server.
	Power and network infrastructure is monitored around the clock for stability to ensure the maximum availability for your server.
	A Virtual Private Server can be deployed in a matter of hours, eliminating the purchasing, delivering, racking, and OSing time of several weeks to a month required to purchase a server.
	The VPS will be set up per your specifications without additional charge.
	There are three sizing options to better meet your needs.

Services Not Included with this Product

Services Not Included	
Feature	Explanation
Administration Services	The customer is responsible for software administration functions. ITS can be contracted to administer your server – see “Managed Services” below.
Disk/Tape Storage Services	The customer is responsible for disk and or tape storage needs. They can contract with ITS for use of SAN or NAS storage.
Back Up Services	The customer is responsible for any backup and recovery services they may need. ITS can provide this service as per the established rate by the State Fund Rate Committee.

Related ITS Products

Related ITS Products	
Product	Description
Co-located Hosting	The customer is responsible for the hardware and software and contracts with ITS to place the server in the State's Data Center. ITS provides a secure, environmentally controlled facility, power, and network connectivity (pipe, power, and ping).
Dedicated Hosting	ITS purchases and manages a server dedicated to your specifications and application(s).

Managed Services	ITS will accept responsibility for administrative functions required by the customer. These could include maintaining the operating system, web and/or application server, and even database administration. The customer decides what they want to control and then leaves the rest to ITS.
Shared Hosting	Instead of paying for excess capacity on your own server, this option provides the resources you need in a shared environment managed by ITS.
Server Administration	ITS will accept responsibility for server administrative functions required by the customer. These could include maintaining the operating system, web and/or application server, and even database administration. You decide what you want to control and leave the rest to ITS.

ITS Responsibilities

ITS Responsibilities
ITS provides the virtual private server with the operating system, web server, and application server per your specifications.
ITS monitors services to your VPS (pipe, power, and ping) and informs you if a problem develops.
ITS will give you the date when your VPS will be available for use.
ITS is responsible for terminating a VPS if it is usurping resources required by other users on the box. In such cases, ITS will work with the customer to determine the suitability of the application for the environment and will make suggestions to either improve its ability to coexist with other applications or will recommend other options.

Customer Responsibilities

Customer Responsibilities
Customer provides the server configuration and specifications required (OS, web and application server software, db software, etc.).
Customer may not set up a shared hosting environment within the Virtual Private Server account.
Administer the configuration, patches, upgrades and security required for the virtual private server environment.
Customer assumes all responsibility for the application deployed as well as its support.
Customer is responsible for software licensing costs (with the exception of VMware).

Product Service Levels

Product Service Levels
ITS will maintain pipe, power, and ping to the server around the clock. Should a problem occur, top priority would be given to notifying the customer and restoring these services.

ITS Customer Support

ITS Customer Support
Time to Initial Response targets for submitted problems are two business hours for low and medium priorities, one clock hour for high priorities, and thirty clock minutes for urgent priorities.
Total Time to Resolution targets for problems are twelve business hours for low priorities, ten business hours for medium priorities, six clock hours for high priorities, and two clock hours for urgent priorities.
Performance against Initial Response and Resolution targets is measured regularly.
Customer satisfaction is measured regularly.
Service outages are analyzed to determine root causes and to indicate future preventative measures.

Product Rate

Hosting: Virtual Private Server Rate		
	Description	Rate (\$)
Monthly charges	Virtual Private Server – Basic	90.00
	Virtual Private Server – Standard	100.00
	Virtual Private Server – Advanced	140.00
Optional	Server Administration (refer to its Product Description for more information)	100.00
One time charges	Setup Fee	No Charge
Optional feature one time charges	Consulting services (as needed)	75.00/hour

Ordering the Product

An order form is available on the ***its.utah.gov*** web site. Select ***Products and Services***, then ***Hosting Products and Services***, and finally, ***Virtual Private Server Hosting***. The Order Form can be found in the right panel. If you need further help, please contact your Customer Relationship Manager.

Product Agreement

ITS and the Customer agree that this Product Description together with an approved Product Order Form constitute a binding agreement between both parties for the Product and related services required by the Customer. This Agreement remains in effect according to the terms specified in the Product Order Form, or until canceled by either party upon a thirty (30) day written notice.

Product and/or Service Rates listed are in accordance with the approved ITS Rate Schedules. Therefore, the product description and order form replaces all other documentation, i.e., Contracts, Special Billing Agreements (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), etc.

To the extent that the terms set forth above conflict with an existing Contract, Special Billing Agreement (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), or other agreement between ITS and the customer, the parties acknowledge that the foregoing shall supercede the earlier agreement.